

TECHNICAL ADVISORY COUNSEL
A Subcommittee of the Commission on Technology
Minutes
February 14, 2003

Members Present:

John Barrett
James Bondurant
Janet Cornell
Daniel Edwards
Karl Heckart
Carol Merfeld
Ellie Price
Kyle Rimel
Will Tagart

Others Present:

William Earl
Tammy Garcia
Gary Graham
Jennifer Greene
Maureen Haggerty
Paul Hrisho
Patrick McGrath
Pam Peet
Robert Roll

Members Not Present:

Mohyeddin Abdulaziz
Ron Beguin
Sue Castaneda
David Davis
Joan Harphant
Greg Obuch

INTRODUCTIONS

The meeting was called to order at 9:30 a.m.

Status: Ad Hoc Reporting Tools

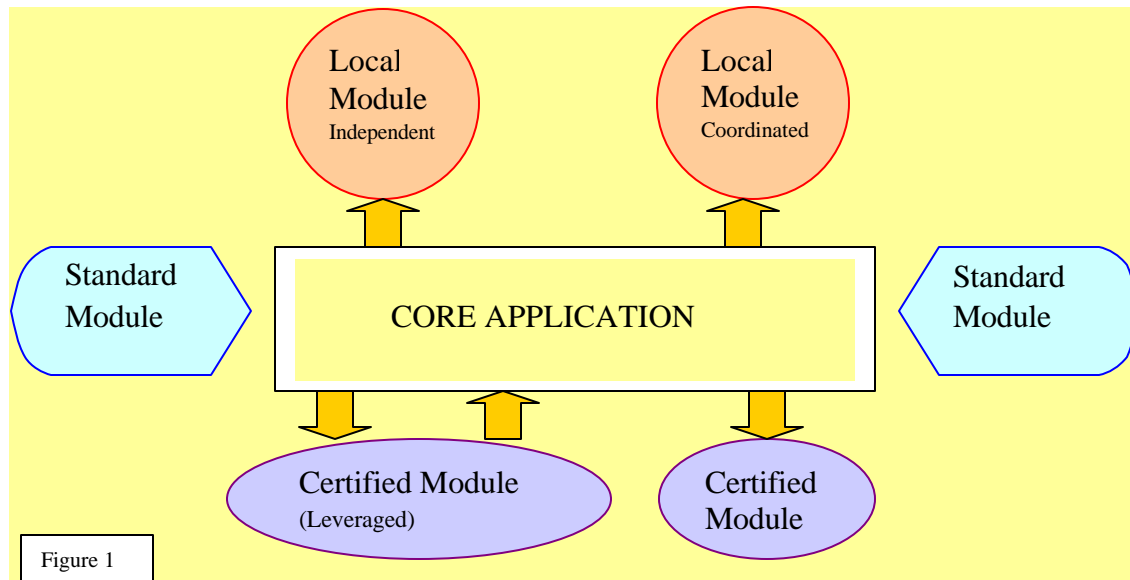
Carol Merfeld provided an update on the progress of selecting an ad hoc reporting tool. They will be having proof of concept sessions with selected vendors over the next two months. There may be a recommendation by early April.

Model and Standards for "Bolt-on" Module Development

Karl distributed a graphic (see Figure 1) representing his vision of the types of modules that might be developed to work with or interface to core applications supported by the state. The request of the Court Automation Coordinating Committee was to have TAC come up with categories of and guidelines for modules that might be developed locally so we can leverage work being done across the state and coordinate efforts.

The group defined the levels of development and the kinds of coordination and leveraging that could occur depending on the approach and tools used to build a module. There was some discussion that this codifying of module development and its relationship to core state applications might stifle development. However,

the group decided that since local independent development was an option, that this provided clearer guidelines for everyone in understanding expectations for coordination and support in the long-term.



The group created a matrix of characteristics for each type of module. That matrix is attached as Figure 2. In summary, standardized modules as well as the core application would become the responsibility of the AOC. The module's documentation would be maintained centrally; training and support would be an AOC responsibility; and enhancements would be performed and/or coordinated centrally. Further, such modules would be part of the standard desktop image distributed to new, replaced or reformatted PCs. Such modules must be able to work on the standard client for the core application. The difference between the standard module and the core is subtle but basically, the core can operate without any standard modules but the standard modules are optional and require the core.

The Local Independent Modules are defined as those developed by local IT staff and used only in the local court. They are not designed or built to be shared with other courts. Such modules conform only to local technical, documentation, training and support requirements.

Local Coordinated Modules are developed with limited sharing among certain courts of a common level or specific business process need. Again, they are developed only for the environments that have agreed to use them. That group of users would coordinate all use, enhancements, upgrades, etc.

Certified or leveraged modules are built locally with the intent that they will be shared across some or all courts. Such modules would be built taking all court

environments into account and would have appropriate system and user documentation. For these modules, support and enhancement would remain with the locality that developed them but the AOC would coordinate closely for any enhancements and work with the local IT staff to protect and/or upgrade the module for any integration points.

Discussion on how a process for identifying processes to formalize the level of existing and planned modules will await finalization of the matrix.

AJIN Security Manual: Sections 1 – 4

Paul Hrisho, AOC IT Operations Manager, introduced the draft of the Sections 1 through 4 of the AJIN Security Manual. He stressed that the document is a draft and that some provisions are a reality in place today and some are proposed for implementation when the manual is approved. He requested that members review the security provisions and provide feedback. He will place any updates from a working group's review on the web site.

There are additional sections in the manual that are not yet in an internally reviewed draft format. As they are completed, these sections will be distributed for review. They include: Section 5 includes a variety of recommended application and database controls as well as more details of internet and email usage as outlined in the ACJA AJIN Electronic Communications Policy. Section 6 relate to operations' service levels and such activities as backup and system availability. Section 7 outlines employee responsibilities. Section 8 outlines security training. Section 9 relates to auditing AJIN and compliance with the policy.

Public Access Technology Recommendations Report

The group discussed the responses of the Commission on Technology to Karl's presentation of the TAC recommendations. He noted that a single point of access and the desire to provide realtime access to those who wanted it were issues discussed. The Report distributed summarizes the members' recommendations from the December 13 TAC meeting. It was drafted at the Commission's request to reflect the recommendations in writing. At such time as the rule change request is published, this document and a cover letter will be provided as Commission on Technology response to the call for comments.

Call to the Public

The meeting adjourned at 3:30 p.m.

MODEL FOR MODULE DEVELOPMENT

Figure 2

FACTORS		MODULE CATEGORY				
		LOCAL INDEPENDANT	LOCAL COORDINATED	LEVERAGED	STANDARDIZED	CORE
	AJIN security compliance (See AJIN Security Manual; required for all)	Yes	Yes	Yes	Yes	Yes
	Architecture (hardware and software, development language and tools, operational environment; any programming or technical standards adopted by development group)	Local tools and standards	Local tools and standards	Constructed or tightly coupled with AOC adopted tools and standards	Constructed or tightly coupled with AOC adopted tools and standards	Constructed with AOC adopted tools and standards
	Core program screen or code changes	No	No	No – but AOC may make and support minor changes to core image/code to provide for module	Yes – AOC will make and support some changes to provide for module.	Yes

FACTORS		MODULE CATEGORY				
		LOCAL INDEPENDANT	LOCAL COORDINATED	LEVERAGED	STANDARDIZED	CORE
	Change management coordination (coordinating new releases of standard software image; coordinated testing and implementation planning)	No	No	Yes, with good faith effort to provide reasonable notice and implementation planning.	Yes and AOC participates in new release testing.	Yes
	Database changes (new tables or columns)	No	No	No – but AOC may change core DB to provide for module	Yes – AOC will make and support some changes to provide for module	Yes
	Help Desk (the 800 support desk)	Local	Local	Level 1(take report and forward problem to local) to AOC	Full AOC support	Yes
	Interface/version protection (the interface between module and standard software will not be broken)	No	No	Coordinated	Yes	Yes
	Maintenance of the module	Local	Local	Appointed custodian among participants	Appointed custodian with AOC support.	AOC
	Module (source code) owner – as “official version” source and version control	Local	Local	Selected custodian among participants	AOC	AOC
	Module (source code) repository	Local	Local (AOC optional)	Selected custodian and AOC	AOC	AOC

FACTORS		MODULE CATEGORY				
		LOCAL INDEPENDANT	LOCAL COORDINATED	LEVERAGED	STANDARDIZED	CORE
	Operational support (use of AOC technical staff for h/w or s/w support during operation of module)	No	No	Limited (e.g. troubleshooting, interface support)	Yes	Yes
	Part of standard desktop image/standard software installation	No	No	No	Candidate	Yes
	Sharable	No; will not be distributed to others	No; will not be distributed to others.	Yes, with participant coordination; must be approved by AOC/COT	Yes	Yes
	System Documentation	Local option	Local option	AOC as repository; Custodian maintains	AOC maintains	AOC maintains
	Technical support (documentation and resources during development; h/w or s/w help; e.g. configuring servers, installing software)	No	Limited to coordination; limited development support	Yes for development	Yes	Yes
	Testing (of module, of interface and network/system impacts)	Local	Local	Participant tested	AOC participation	AOC with local participation

FACTORS		MODULE CATEGORY				
		LOCAL INDEPENDANT	LOCAL COORDINATED	LEVERAGED	STANDARDIZED	CORE
	Training (includes user and technical support training and documentation)	Local	Local	Participant training	Participant training with limited AOC involvement; AOC as repository for documentation.	AOC documents and performs as primarily field trainer training
	Updates to core database (add, replace, delete of data in existing data structures)	No	With AOC approval	With AOC approval	Yes	Yes
	User and training documentation	Local option	Local option	AOC as repository; Custodian maintains	AOC maintains	AOC maintains